| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-1301  Responded to: 9 June 2023 |
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Your recent request for information is replicated below, together with our response.

## Further to the original Enterprise Application request, the contracts below have expired. Please provide the current status.

|  |  |
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| Finance | Advanced Business Solutions |
| CRM | APD Communications |
| Payroll | Insight Direct UK Ltd |

## If all the information besides the contract dates are the same, I am happy to just receive an update on the contract dates.

## The information I'm requesting is regarding the software contracts that the organisation uses, for the following fields.

## Enterprise Resource Planning Software Solution (ERP):

## Primary Customer Relationship Management Solution (CRM):

## For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

## Primary Human Resources (HR) and Payroll Software Solution:

## For example, iTrent, ResourceLink, HealthRoster; software of this nature.

## The organisation’s primary corporate Finance Software Solution:

## For example, Agresso, Integra, Sapphire Systems; software of this nature.

1. **Name of Supplier**: Can you please provide me with the software provider for each contract?  
  
2. **The brand of the software**: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.  
  
3. **Description of the contract**: Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.  
  
Please also list the software modules included in these contracts.  
  
4. **Number of Users/Licenses**: What is the total number of user/licenses for this contract?  
  
5. **Annual Spend**: What is the annual average spend for each contract?

6. **Contract Duration**: What is the duration of the contract please include any available extensions within the contract.  
  
7. **Contract Start Date**: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.  
  
8. **Contract Expiry**: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.  
  
9. **Contract Review Date**: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.  
  
10. **Contact Details**: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).

In this instance and taking cognisance of the above, I have only provided the updated contract dates and can advise as follows:

Finance – Advanced Business Solutions – 28/02/2023 to 27/02/2025 with an option to extend to 27/02/2026.

CRM – APD Communications (Bought over by NEC Software Solutions) – 01/04/2023 – 31/03/2025 with option to extend to 31/03/2026.

Payroll – SoftCAT Plc (iTrent) – 01/05/2023 to 30/04/2026

If you require any further assistance please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by [email](mailto:foi@scotland.police.uk) or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by [email](mailto:enquiries@itspublicknowledge.info) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.